



LOS ANGELES COUNTY DEPARTMENT OF MENTAL HEALTH
550 S. VERMONT AVE., LOS ANGELES, CA 90020 HTTP://DMH.LACOUNTY.GOV



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WEB POSTING

October 16, 2013

Dear Clients of West Central Mental Health Clinic:

We believe that acting responsibly is an integral part of our commitment to delivering the best possible services to the citizens of Los Angeles County. As such, we wish to inform you that on August 23, 2013, we became aware that an employee of Los Angeles County Department of Mental Health (DMH), West Central Mental Health Center (WCMHC) inappropriately used their County issued computer to transmit protected health information (PHI) to her home in order to complete various assignments. This activity is a violation of DMH policies and procedures and the federal Health Insurance Portability and Accountability Act (HIPAA) Privacy Rule.

After we learned of the wrongful transmission of PHI, we counseled and retrained the employees on DMH's policies applicable to HIPAA regulations. Additionally, we attempted to personally contact those affected through the U.S. mail to inform them of this matter. However, some of our clients could not be reached. It is our intention to reach those that may not have received our letter, but are impacted. Therefore, we are providing this web posting.

Note that the transmitted e-mails only impacted some clients of WCMHC, but not all. We discovered that the e-mails contained specific client information including first and last name, date of birth, clinical sessions, progress notes, treatment plans, evaluations, and clinical assessments. You may contact us to determine if your client information was included in the information that was released. Please see below for contact information.

Although we do not have any indication that any of the client information was or may be used for identity theft, we encourage you to take steps to protect yourself from identity theft. Federal law allows consumers one free credit report each year from each of the three (3) national credit bureaus: Equifax, Experian, and Trans Union. You have the option of requesting all three (3) reports at the same time or requesting them individually, at different times throughout the year.

Experian
PO Box 9532
Allen, TX 75013
(888) 397-3742
www.experian.com

TransUnion Fraud Victim Assistance Division
PO Box 6790
Fullerton, CA 92834-6790
(800) 680-7289
www.transunion.com

Equifax
PO 740241
Atlanta, GA 30374-0241
(800) 525-6285
www.equifax.com

The following agencies can provide additional information about protecting against identity theft:

- Federal Trade Commission (<http://www.consumer.gov.idtheft/>).
- Identity Theft Victim Checklist (<http://www.privacy.ca.gov/cover/identitytheft.htm>).

California residents may order a free credit report through the following toll-free phone number or Web site:

1-877-322-8228, www.annualcreditreport.com

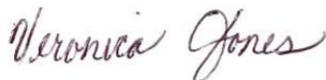
If you find out that your information has been misused, or that an account has been falsely created using your identity, you should contact your local law enforcement agency and your personal bank and credit card agencies.

In our commitment to prevent a similar incident from occurring again, we've put additional focus on preserving the privacy of our clients and have made great strides in our efforts to develop improved procedures and improved training for staff regarding our privacy policies.

We sincerely apologize for any inconvenience or concerns this incident may have caused you. If you have any questions or would like additional information, you may contact me at (213) 739-2375 or Ginger Fong at (213) 739-2303.

An 800 phone number will be posted shortly so that you may call us if you have questions about this notice.

Sincerely,



Veronica Jones
HIPAA Privacy Officer
Los Angeles County Department of Mental Health
600 S. Commonwealth Avenue, Second Floor
Los Angeles, CA 90005